

TEACHERS' RETIREMENT BOARD
BENEFITS AND SERVICES COMMITTEE

SUBJECT: LEVEL OF SERVICE STANDARDS

ITEM NUMBER: 8

ATTACHMENT: 1

ACTION: _____

DATE OF MEETING: March 9, 2000

INFORMATION: X

PRESENTER(S): Mr. Carter

EXECUTIVE SUMMARY

The Level of Service report provides the Benefits and Services Committee with the necessary information to fulfill its oversight responsibility regarding the delivery of benefits and services to CalSTRS members. The following report is for the month of January 2000.

I. Overview

- A. Fiscal Year Allowance Roll: CalSTRS paid a total of 162,770 benefit recipients \$279,232,194 in January 2000. The average monthly allowance roll for FY 1999/2000 is \$277,505,128. Total disbursements for FY 1999/2000 are \$1,942,535,897.
- B. Service Levels: All programs are performing within acceptable variance levels.
- C. Application Volume: An overall increase of ten percent in comparison to the same period last fiscal year.
- D. Interest Payments: The total interest payment volume for January 2000 increased five percent as compared to January 1999. The dollar amount of interest paid decreased 55 percent.

II. Individual Program Reports: Pages 1-7

III. Miscellaneous Items: Pages 8 - 10

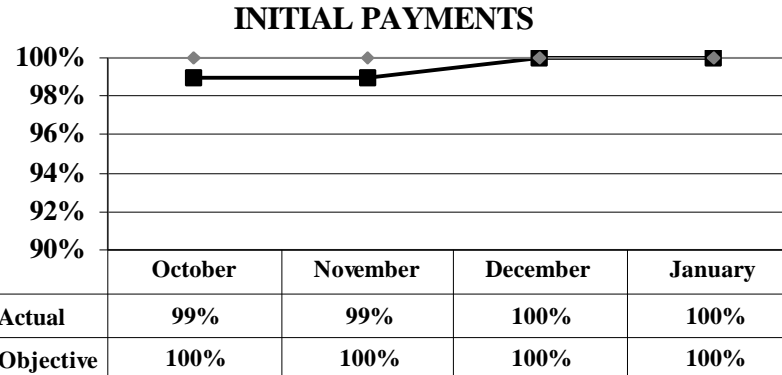
CalSTRS PRODUCTION OBJECTIVES 1999-2000 FISCAL YEAR

Service Retirements

Objective Process 100 percent of all service retirement application payments within 30 days of the retirement effective date or receipt of completed application, whichever is later.

Application Volume Change Plus eleven percent in comparison to same period last fiscal year.

Baseline FY 1998/99 actual: 99 percent

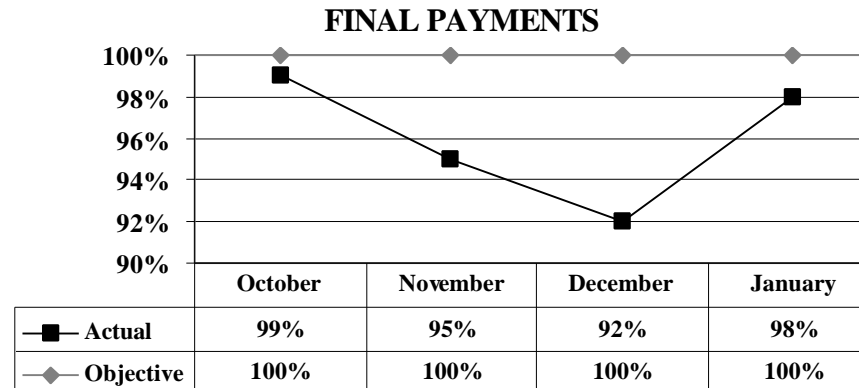


Year to Date Average: 99%

Objective Process 100 percent of all final service retirement payments within 45 days of receipt of all necessary information.

Interest Payments July 1999 – January 2000
Number of Payments: 235
Dollar Amount: \$1,315

Baseline FY 1998/99 actual: 98 percent



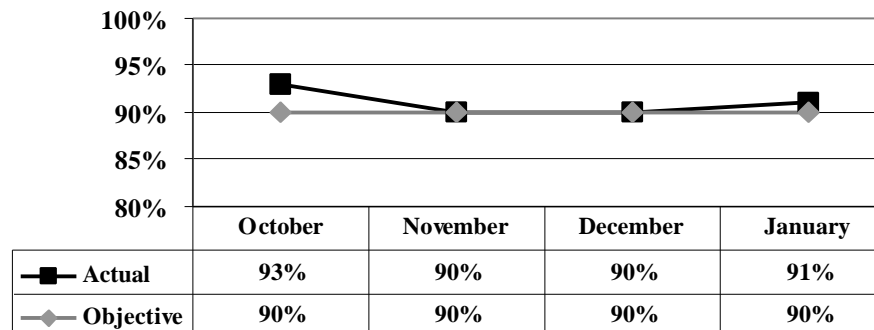
Year to Date Average: 97%

CalSTRS PRODUCTION OBJECTIVES 1999-2000 FISCAL YEAR

Service Retirements

Objective Finalize 90 percent of all payments within four months of the retirement effective date.

FINAL ADJUSTMENTS



Baseline FY 1998/99 actual: 91 percent

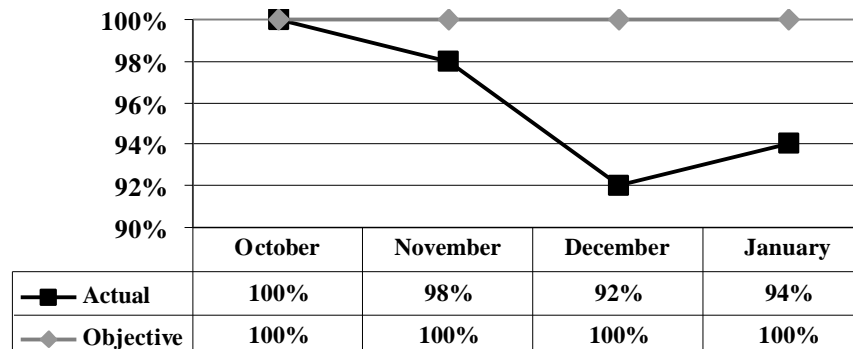
Year to Date Average: 92%

Disability

Objective Process 100 percent of all eligible applications within 180 days of receipt.

Application Volume Change Plus ten percent in comparison to same period last fiscal year.

DETERMINATIONS



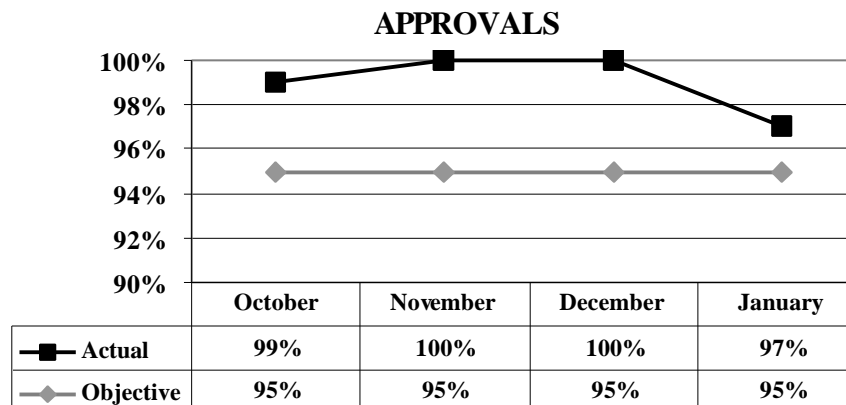
Baseline FY 1998/99 actual: 99 percent

Year to Date Average: 98%

CalSTRS PRODUCTION OBJECTIVES 1999-2000 FISCAL YEAR

Disability

Objective Process 95 percent of all approvals within 30 days of receipt of all necessary information.

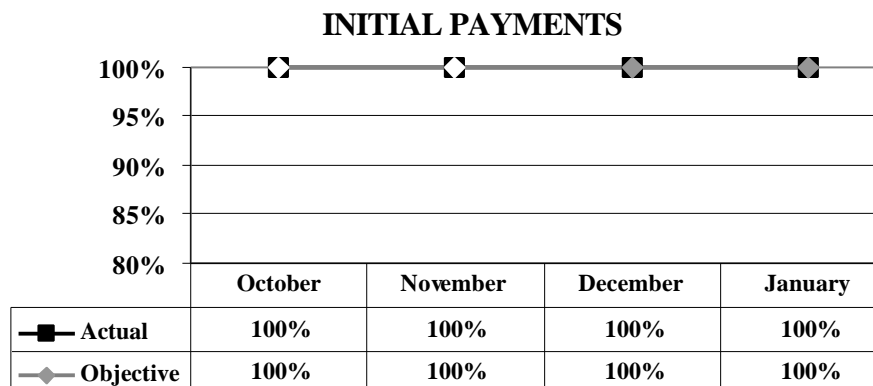


Baseline FY 1998/99 actual: 100 percent

Year to Date Average: 99%

Objective Process 100 percent of all initial payments within ten working days following the latter of the disability approval date, disability effective date or receipt of all necessary information.

Interest Payments July 1999 – January 2000
Number of Payments: 0
Dollar Amount: \$0



Baseline FY 1998/99 actual: 100 percent

Year to Date Average: 100%

CalSTRS PRODUCTION OBJECTIVES 1999-2000 FISCAL YEAR

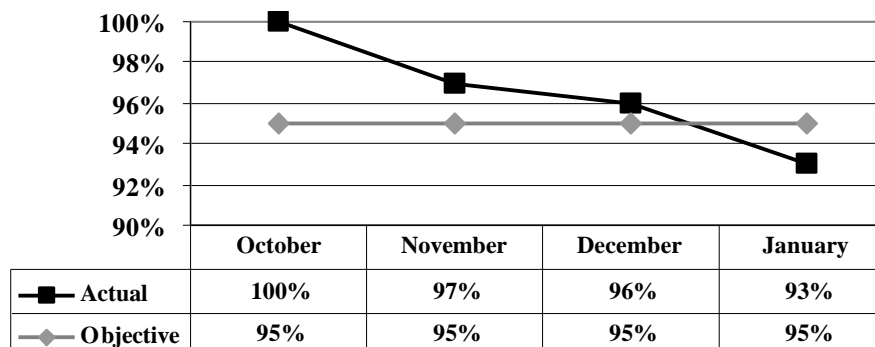
Survivor Benefits

Objective Process 95 percent of all applications within 30 days of receipt of all necessary information..

Application Volume Change Ten percent increase in comparison to same period last fiscal year.

Interest Payments July 1999 – January 2000
Number of Payments: 99
Dollar Amount: \$3,549

DEATH PAYMENTS

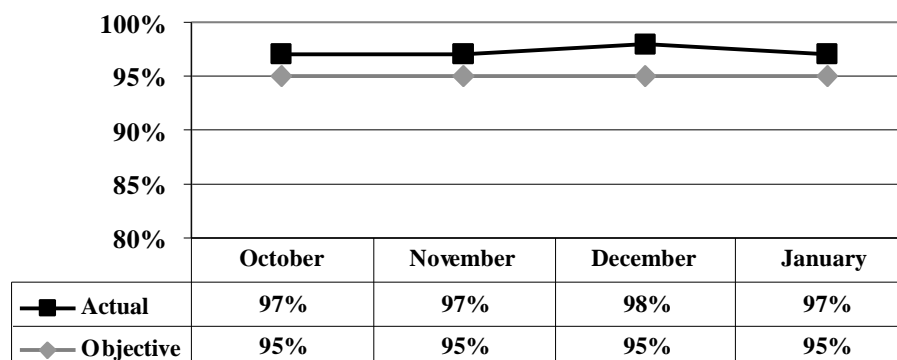


Baseline FY 1998/99 actual: 97 percent

Year to Date Average: 97%

Objective Complete 95 percent of all payments for retired members within 90 days of receipt of notification of death.

DEATH BENEFITS



Baseline FY 1998/99 actual: 93 percent

Year to Date Average: 97%

CalSTRS PRODUCTION OBJECTIVES 1999-2000 FISCAL YEAR

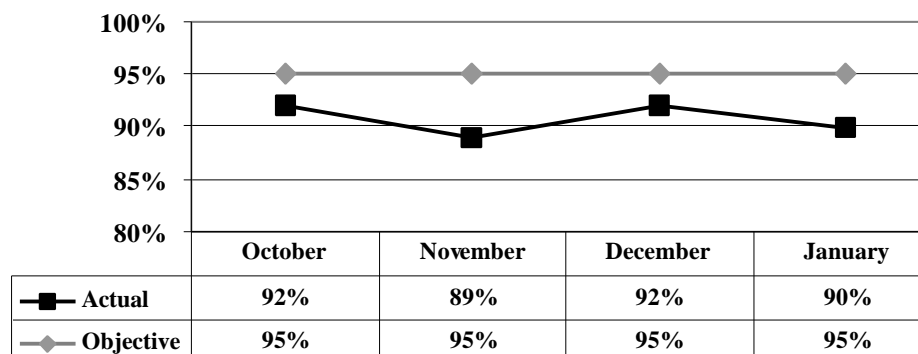
Public Service

Objective Answer 95 percent of all calls in less than three minutes.

Volume Change 10.85 percent decrease.

Notes Average queue time: 76 seconds
Longest queue wait: eleven minutes

CALL RESPONSES

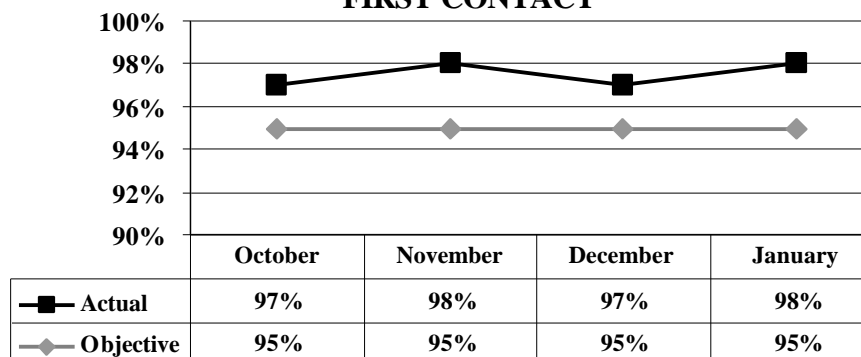


Baseline FY 1998/99 actual: 94 percent
FY 1996/97 Objective:
75 percent/less than three minutes.

Year to Date Average: 91%

Objective Answer 95 percent of all calls on the first contact.

FIRST CONTACT



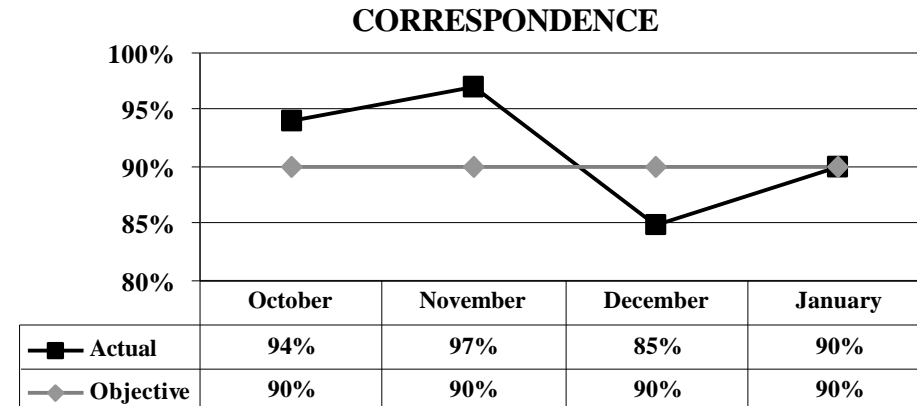
Baseline FY 1998/99 actual: 98 percent

Year to Date Average: 97%

CalSTRS PRODUCTION OBJECTIVES 1999-2000 FISCAL YEAR

Public Service

Objective Respond to 90 percent of all correspondence in ten working days.

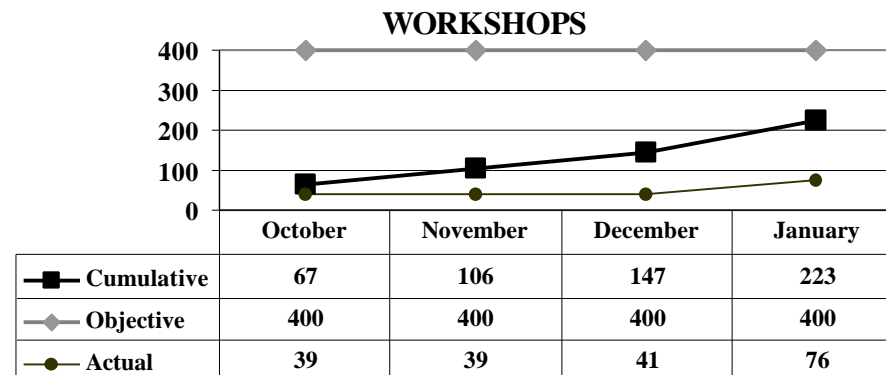


Baseline FY 1998/99 actual: 94 percent

Year to Date Average: 93%

Regional Counseling Services

Objective Conduct 400 workshops



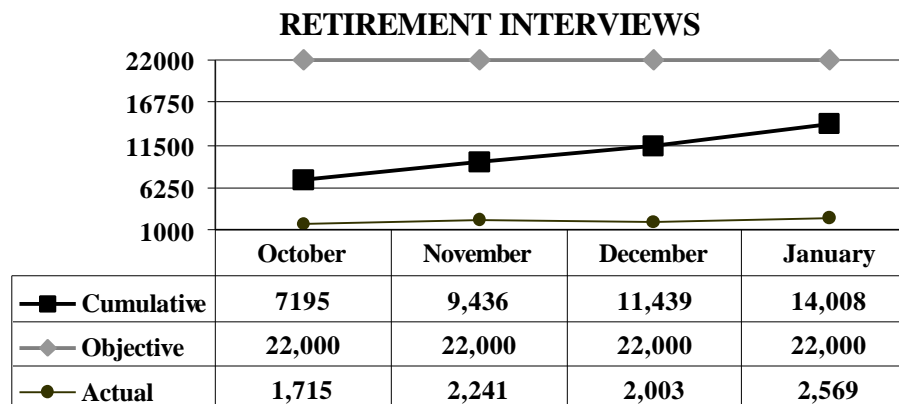
Baseline FY 1998/99 actual: 491

CalSTRS PRODUCTION OBJECTIVES 1999-2000 FISCAL YEAR

Regional Counseling Services

Objective Provide 22,000 retirement interviews.

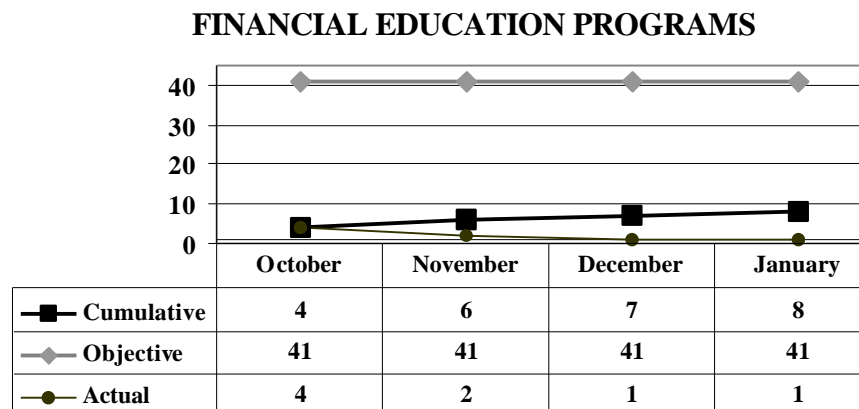
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Baseline FY 1998/99 actual: 24,657

Objective Deliver 41 Financial Education Program to CalSTRS members.

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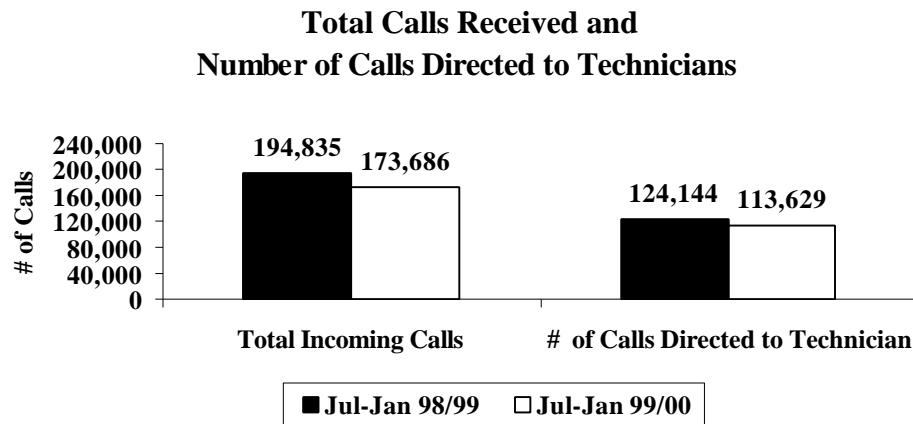


Baseline FY 1998/99 actual: 32

CalSTRS PRODUCTION OBJECTIVES 1999-2000 FISCAL YEAR

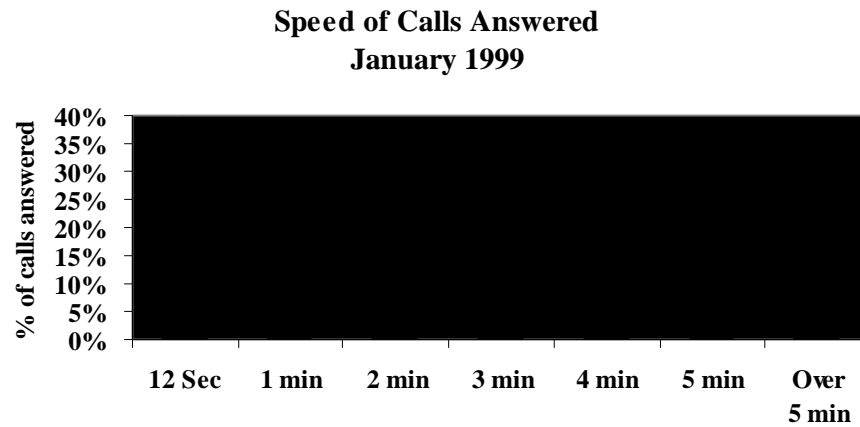
III. Miscellaneous

- A. Outstanding Survivor Benefit Cases:** The Education Code requires a report to the Board on outstanding Survivor Benefit cases not paid within six months of the notification of death. As of January 2000, there were 91 cases exceeding this threshold. In December 1999, there were 73 cases beyond the six-month processing period, while in November 1999, there were 76 cases exceeding the six-month threshold.
- B. One-Year Final Compensation:** During the current fiscal year, one new school has chosen to participate in this program.
- C. Golden Handshake:**
- July - January 1999 174 districts / 173 participants
July - January 2000 85 districts / 115 participants
- D. Telephone Center:**



CalSTRS PRODUCTION OBJECTIVES 1999-2000 FISCAL YEAR

D. Telephone Center: (continued)



Type	(1) Benchmark 90/91	(2) July-Jan 98/99	(3) July-Jan 99/00	% of Change $\frac{(3) - (2)}{(2)}$	January 2000
Total Incoming Calls	195,858	194,835	173,686	-10.85%	28,731
Technician Calls	117,913	124,144	113,629	-8.47%	18,565
Automated Attendant Calls	31,895	47,241	39,075	-17.29%	6,939
Teletalk Calls	46,050	23,450	20,982	-10.52%	3,227

CalSTRS PRODUCTION OBJECTIVES 1999-2000 FISCAL YEAR

During the six-month period ending December 31, 1999, 166 overpaid cases were forwarded to Accounting by the various operation units to start the collection process. In 132 cases, payments were received amounting to \$466,005.50 and 34 cases were processed for write-offs amounting to \$146,353.77.

The following is a summary of the cases processed for write-off since the last report to the Board, in July 1999.

BREAKDOWN OF CASES SUBMITTED FOR WRITE-OFF SINCE LAST REPORT TO THE BOARD				
Dollar Range	Total Dollars Being Discharged	No. of Cases	Average per Case	Dates Associated with Overpayment or Discovery of
Under \$5,000	\$ 25,796	27	\$ 955	1988-1999
Over \$5,000	\$ 120,557	7	\$17,222	1988-1997
Total	\$ 146,353*	34		

* This amount of discharged bad debt approximates .01 percent of CalSTRS' annual disbursement for benefit and active payouts, which is considerably lower than various industry standards.